

Burlingame Police Department Crime Prevention Information SMC Alert



What is SMC Alert ?

SMCAlert is a digital communication system used by governments, emergency management agencies and first responders to send emergency alerts, notifications and updates to your cell phone, pager, Blackberry, PDA and/or e-mail account. To receive emergency alerts, all you have to do is sign up for an SMC Alert account.

What is the cost of this service?

The City of Burlingame, Town of Hillsborough, and San Mateo County is offering the Community Alert System service free to residents and people working for businesses located in San Mateo County. You may sign up for a SMC Alert account free of charge. Your cell phone carrier may charge you a few pennies per text message received. The City of Burlingame, Town of Hillsborough, and San Mateo County does not assume any responsibility for costs charged to you by your carrier.

What is a SMC Alert account?



Each resident of San Mateo County, or people working for businesses located in San Mateo County may sign up for a SMC Alert™ account. You can add multiple devices (cell phones, pagers, PDAs) to a SMC Alert™ account. An alert will be sent to each email account, cell phone and other mobile device listed in your SMC Alert account.

Will my cell phone work in a major emergency?

Alerts are delivered using the text messaging (SMS network) feature of your cell phone. The alerts come across like a page on a pager. ALL cell phone carriers, and paging companies, offer text messaging. Nearly all phones purchased within the past few years are text messaging capable. If you are unsure, contact your carrier to ask about your phone and text messaging.

What types of alerts will be sent?

Alert types may include life safety, fire, weather, accidents involving utilities or roadways, or disaster notification such as a terrorist attack. A few examples of the types of messages that can be sent are:

Emergency Situations:

- Notify citizens of the location of the nearest emergency shelter, available bed space, hours of operation during a crisis;
- Notify citizens of available evacuation routes during an emergency;
- Activate special teams within the community, based upon an event

Precautionary Warnings:

- Severe weather warnings;
- Activate a citizen watch group if mischievous activity is reported by the police;
- Pre-cautionary evacuation order if on high alert
- Planned Events, like parades and construction.

How do I register for SMC Alert?

Burlingame and Hillsborough were two of the first cities in the county to provide residents with the opportunity to subscribe to SMC Alert. Notices of important information and emergency alerts can be sent to subscribers through computer, cell phone or any device capable of receiving email. There is no charge for emails. At anytime, users can modify their selections or unsubscribe to the automatic notifications.

Alert Examples are

- Hazmat (shelter in place or evacuation)
- Utility outage (power, water, gas, phone)
- Winter storm warning
- Flash flood
- Road closure
- Earthquake

Follow-up alerts can be sent to update residents on a situation. Subscribers are placed in geographic groups based upon registration information; so if you reside in Burlingame and work in San Carlos, you could include that information when you register to receive alerts for each city.

To register for the SMC Alert, residents go to www.smcalert.info and follow instructions for "new users".

Residents can select places where they live and work and any cities for which they want to receive alerts. Listing a specific geographic addresses is optional.

For questions and answers, go to <http://www.smcalert.info/faq.php>.